1.0 Purpose

The purpose of this policy is to establish procedures for planning, purchasing, and maintaining smart, computer, and laptop-ready instructional classrooms for academic departments. A standard process will enable academic and technology departments (Departments of Academic Computing and Administrative Computing and Telecommunications) to better meet the technology needs of the campus community.

2.0 Definitions

2.1 A “Smart” classroom is defined as a classroom that contains a teacher desk that houses a computer, VCR, and/or digital presenter unit attached to a digital or LCD projection unit.

2.2 A “Laptop-Ready” classroom is defined as a classroom that contains a digital or LCD projection unit and a wall hook-up plate for laptop and other devices capable of projecting. The laptop computers are provided by individual faculty or departments and are not included in this policy.

2.3 A “Computer” classroom is defined as a classroom that contains student computers and a teacher desk that houses a computer, VCR, and/or digital presenter unit attached to a digital or LCD projection unit.

2.4 2.1-2.3 above will herein collectively be referred to as “technology” classrooms.

2.5 Rooms must be scheduled through SIS to be considered “technology” rooms.

2.6 A “standard software applications and operating system configuration” is defined herein as outlined by the IT Policy #3, Service level#1 which includes: Microsoft Office Suite,
anti-virus software, Internet Explorer, Netscape, Acrobat reader, WinZip, Zip It, Altiris, Real Player, and QuickTime.

3.0 Exclusions

3.1 Student computing centers, student reading rooms, academic student computing labs, and other non-academic instructional rooms, staff training rooms, and/or conference rooms are not included in this policy.

4.0 Funds for Developing New Technology Classrooms

4.1 There is no single process or timetable for allocating funds for new technology classrooms because the sources for funding vary: grants, lottery, special initiatives of the President, Provost’s computer account, funding through the regular budget cycle, or year end funding.

4.2 Academic departments desiring new technology classrooms should make requests for these rooms as part of the annual planning and budgeting process. The Provost and deans assisted by Academic Computing Liaisons will maintain prioritized list of classroom needs to be used as funding becomes available.

5.0 Support

5.1 Academic Computing is responsible for the planning, designing, and maintenance of technology rooms.

5.2 Academic Computing is responsible for all maintenance related to hardware meeting the desktop standards concerning hardware, as outlined in IT policy#3.

5.3 Academic Computing is responsible for all maintenance related to meeting the standard software and operating system configuration.

5.4 Academic Computing is not responsible for any hardware excluding the projector system, audio system, and wall mounting hardware in laptop-ready classrooms. Computers, laptops, and/or personal digital assistants must be supplied by the classroom user.

5.5 Generally, individual academic departments are responsible for purchasing discipline specific software licenses and media. Academic departments are required to place a workorder via the HELP desk to have the software installed for them. Academic departments are responsible for possessing original software media with the exception of the software outlined in the IT Policy #3, Service level #1.

5.6 Academic Computing and Administrative Computing and Telecommunication Services are not responsible for software installed on classroom computers unless it was installed by a technician (with the exclusion of software outlined in IT Policy#3, Service Level I) or any personal or class files left in the computer at all times.

5.7 All technology rooms are deemed “public” in the sense that any faculty member (and/or their students) can utilize the equipment during the time the class meets. It is recommended that all personal/class files are removed from the computer immediately following their use.

5.8 All problems with technology rooms will be reported to the HELP desk and assigned to Academic Computing technicians.
5.9 Academic Computing reserves the right to perform maintenance or replace malfunctioned or stolen equipment in a technology classroom. This process may destroy all personal/class files and discipline-specific software on the computer. Academic computing will be responsible for restoring the standard software and operating system configuration, and any software that was installed by request via the HELP desk.

5.10 Maintenance in Smart classrooms will be done at the end of each term at which point all Computer files will be permanently removed.

5.11 Maintenance in a computer classroom will be coordinated through the software support specialist in Academic Computing at least once a year or when needed. Software request for computer classrooms must be must submitted to the HELP desk.

6.0 Expenditures for Maintaining Technology Classrooms

6.1 Academic Computing will be responsible for all expenditures related to maintaining the standard software and operating system configuration. Stolen property will be replaced as long as funds are secured from insurance claim.

6.2 Academic Computing is responsible for all expenses incurred for maintaining all hardware equipment including projector bulbs and replacing malfunctioning equipment under warranty.

6.3 All classroom expenses related to maintaining and replacing equipment not under warranty will be subject to the availability of academic computing funds, academic department funds, or other institutional funds appropriated for technology.

6.4 Requests for upgrades of hardware beyond those described in the IT Policy #3 must be justified by the requesting department and submitted to HELP desk.

6.5 Request for operating system or software beyond the standard configuration must be justified by the requesting department and submitted to help desk.

7.0 Process for Requesting a New Smart Classroom

7.1 Academic Computing will review all request made every month. Once approved, All request will be processed in the order they are received. (what about NOT APPROVED requests?)

7.2 All approved requests must come through the appropriate Academic Computing Liaison. The liaison and Academic Computing technician will conduct a classroom survey.

7.3 The Academic Computing liaison will review installation plans and drawings for the classroom with appropriate faculty from the requesting department.

7.4 Academic Computing will coordinate the electrical and data modifications, and equipment installation for the classroom.
8.0 Minimal Timeline for Adding a New Smart Classroom

8.1 Smart Classrooms take approximately 3 months to install from conception to utilization. Installation of rooms is limited to the summer months and December to accommodate the academic calendar. Consequently, the minimal starting date of the planning process must be at least 3 months prior to the planned date of usage (December or June-August).

<table>
<thead>
<tr>
<th>1 Week</th>
<th>2 Week</th>
<th>1 Week</th>
<th>6-10 Weeks</th>
<th>1 Week</th>
<th>1 Week</th>
</tr>
</thead>
<tbody>
<tr>
<td>What</td>
<td>Classroom survey</td>
<td>Classroom Plan</td>
<td>Equipment Purchase</td>
<td>Equipment Delivery</td>
<td>Infrastructure Installation</td>
</tr>
<tr>
<td>Who</td>
<td>Originating department representative, academic computing liaison, technician</td>
<td>Academic Computing Liaison, Academic Computing Technician</td>
<td>3rd Party delivery</td>
<td>OIR</td>
<td>ACTS Contractor</td>
</tr>
<tr>
<td>Why</td>
<td>Assess Feasibility of project</td>
<td>Hardware, software, peripherals, projection, layout, software license, security</td>
<td>Electricity, Network connection</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

9.0 Standard Equipment in Smart Classroom

9.1 All new or future smart classroom will be equipped with: teacher desk, teacher computer and monitor, VCR, Audio and Image amplifier, Visual presenter, wall mount, projector mount, Digital Projector, Key Pad door lock, screen, in-ceiling speaker system, VGA switchbox, whiteboards, and all associated cables.

10.0 Minimal Timeline for Adding a New Computer Classroom

10.1 Computer classrooms take approximately 5 months to install from conception to utilization. Installation of rooms is limited to the summer months and December to accommodate the academic calendar. Consequently, the minimal starting date of the planning process must be at least 5 months prior to the planned date of usage (July or January-March).

<table>
<thead>
<tr>
<th>1 Week</th>
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<th>1 Week</th>
<th>10-14 Weeks</th>
<th>1-2 Weeks</th>
<th>1 Week</th>
</tr>
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<tbody>
<tr>
<td>What</td>
<td>Classroom survey</td>
<td>Classroom Plan</td>
<td>Equipment Purchase</td>
<td>Equipment Delivery</td>
<td>Infrastructure Installation</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Equipment Installation</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Contractor</td>
</tr>
</tbody>
</table>


11.0 Standard Equipment in Computer Classroom

11.1 All new or future smart classrooms will be equipped with: teacher desk, teacher computer and monitor, VCR, Audio and Image amplifier, wall mount, projector mount, Visual presenter, Digital Projector, Key Pad door lock, screen, network printer, in-ceiling speaker system, student desks with computer and monitor, VGA switchbox, whiteboards, and all associated cables.

12.0 Minimal Timeline for Adding a Laptop-Ready Classroom

12.1 Laptop-ready classrooms take approximately 2.5 months to install from conception to utilization. Requests can be made 2.5 months ahead of planned day of usage (academic schedule permitting).

<table>
<thead>
<tr>
<th>1 Week</th>
<th>1 Week</th>
<th>1 Week</th>
<th>2-4 Weeks</th>
<th>1 Weeks</th>
<th>1 Week</th>
</tr>
</thead>
<tbody>
<tr>
<td>What</td>
<td>Classroom survey</td>
<td>Equipment Purchase</td>
<td>Equipment Delivery</td>
<td>Infrastrucure Installation</td>
<td>Equipment Installation</td>
</tr>
<tr>
<td>Who</td>
<td>Originating department representative, academic computing liaison, technician</td>
<td>Originating department representative, academic computing liaison, Academic Computing Technician</td>
<td>Central Receiving</td>
<td>Physical Plant Contractor</td>
<td>Academic Computing Technicians</td>
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<tr>
<td>Why</td>
<td>Assess Feasibility of project</td>
<td>Hardware, software, peripherals, projection, layout, software license, security</td>
<td>Electricity, Network connection</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
13.1 All laptop-ready classrooms will be equipped with: audio amplifier, wall mount, projector mount, Digital Projector, screen, Key Pad door lock, in-ceiling speaker system, whiteboard, and all associated cables.

14.0 Technology Classrooms and New Construction

14.1 New construction on campus with technology rooms in their plans should contact Academic Computing for assistance in developing technology rooms according to campus standards.

<table>
<thead>
<tr>
<th>Sponsor:</th>
<th>Academic Computing Liaisons</th>
<th>January 2003</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reviewed:</td>
<td>DAC/DACTS</td>
<td>February 2003</td>
</tr>
<tr>
<td>Reviewed:</td>
<td>ITSC</td>
<td>February 2003</td>
</tr>
<tr>
<td>Reviewed:</td>
<td>FTC</td>
<td>March 2003</td>
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<tr>
<td>Recommended:</td>
<td>DAC/DACTS</td>
<td>April 2003</td>
</tr>
<tr>
<td>Approved:</td>
<td>Provost/Senior Vice President</td>
<td>May 2003</td>
</tr>
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</table>
Definitions of Types of Technology Based Classrooms

- A "Smart" classroom is defined as a classroom that contains a teacher desk that houses a computer, VCR, and/or digital presenter unit attached to a digital or LCD projection unit.

- A "Laptop-Ready" classroom is defined as a classroom that contains a digital or LCD projection unit and a wall hook-up plate for laptop and other devices capable of projecting. The laptop computers are provided by individual faculty or departments and are not included in this policy.

- A "Computer" classroom is defined as a classroom that contains student computers and a teacher desk that houses a computer, VCR, and/or digital presenter unit attached to a digital or LCD projection unit.

Standard Software Applications - A "standard software applications and operating system configuration" is defined herein as outlined by the IT Policy #3, Service level #1 which includes:

**Microsoft**
- NET Framework 1.1
- Office Professional Edition 2003
- Microsoft Equation editor
- Excel Analysis tool pack
- Microsoft Works

**Browsers**
- Mozilla Firefox
- Internet Explorer
- Netscape 7.1

**Browser Plugins**
- Shockwave Player
- Authorware
- Flash
- 2 Runtime Environment, SE v1.4.2_04

**Media Players**
- QuickTime 7
RealPlayer basic
Winamp 5.1
Windows Media Player 10.0
iTunes

**Codecs**
Divx Codec pack
All available codecs for each media player

**Antivirus and spyware removal**
Symantec AntiVirus
Live Update
Microsoft Antispyware

**Miscellaneous Applications**
Acrobat 7.0.2 and Reader 7.0.2 Update
Japanese Fonts and Keyboards
Spanish Fonts and Keyboards
OpenMind Concept Mapping Software

**Exclusions** - Student computing centers, student reading rooms, academic student computing labs, and other non-academic instructional rooms, staff training rooms, and/or conference rooms are not included in the standard software applications.

**Scheduling** - Rooms must be scheduled through SIS to be considered "technology" rooms. Contact the Registrar's office for additional information on scheduling rooms.

**Smart Classroom Login Information and Procedures** - Things to note about cougars usernames and passwords:

- **Cougars Password**: Also called Network or Domain password, allows access to the campus' network as well as college issued email accounts. This password can be changed through Cougar Trial on the web or by contacting Helpdesk at 953-3375.
- **Cougars accounts**: Generated automatically when a faculty/staff member is hired
- **Permanent employees**: cougars accounts and e-mail addresses are enabled immediately
- **If an adjunct professor** does not have an active cougars account they can call Helpdesk at 953-3375 to activate their account. If they want an e-mail account they can also request it at that time.

**Procedure for Requesting a Guest Account for Non CoFC User**
- Requests for a temporary cougars account for non CoFC users (guest speakers) need to:
  - Be sent in writing by the responsible party (a CoFC faculty or staff member) to helpdesk@cofc.edu
  - Requests must include the user's full name and the length of time the account needs to be active.

**Support**
- Information Technology Classroom Service and Support is responsible for all maintenance related to hardware

meeting the desktop standards concerning hardware, as outlined in IT policy#3.

- Information Technology Classroom Service and Support is responsible for all maintenance related to meeting the standard software and operating system configuration.

- Information Technology Classroom Service and Support is not responsible for any hardware excluding the projector system, audio system, and wall mounting hardware in laptop-ready classrooms. Computers, laptops, and/or personal digital assistants must be supplied by the classroom user.

- Generally, individual academic departments are responsible for purchasing discipline specific software licenses and media. Academic departments are required to place a workorder via the helpdesk@cofc.edu to have the software installed for them. Academic departments are responsible for possessing original software media with the exception of the software outlined in the IT Policy #3, Service level #1.

- Information Technology Classroom Service and Support and Information Technology Helpdesk and Information Technology Telecommunication Services are not responsible for software installed on classroom computers unless it was installed by a technician (with the exclusion of software outlined in IT Policy#3, Service Level 1) or any personal or class files left in the computer at all times.

- All technology rooms are deemed "public" in the sense that any faculty member (and/or their students) can utilize the equipment during the time the class meets. It is recommended that all personal/class files are removed from the computer immediately following their use.

- All problems with technology rooms will be reported to the helpdesk@cofc.edu or 953-3375 (option 1 for technology based classrooms or option 3 for other computer related issues) and assigned to appropriate Information Technology technicians.

- Information Technology Classroom Service and Support reserves the right to perform maintenance or replace malfunctioned or stolen equipment in a technology classroom. This process may destroy all personal/class files and discipline-specific software on the computer. Information Technology Classroom Service and Support will be responsible for restoring the standard software and operating system configuration, and any software that was installed by request via the helpdesk@cofc.edu.

- Maintenance in Smart classrooms will be done at the end of each term at which point all Computer files will be permanently removed.

- Maintenance in a computer classroom will be coordinated through the software support specialist in Information Technology Classroom Service and Support at least once a year or when needed.

Software Requests

Software requests for computer classrooms must be submitted to the Helpdesk (helpdesk@cofc.edu or 953-3375 (option 1 for technology based classrooms or option 3 for other computer related issues). Dates for deadlines to add software to labs and computer classrooms are listed below by term:

<table>
<thead>
<tr>
<th>Semester</th>
<th>Deadline Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Spring</td>
<td>December 1</td>
</tr>
<tr>
<td>Summer Sessions</td>
<td>May 1</td>
</tr>
<tr>
<td>Fall</td>
<td>July 1</td>
</tr>
</tbody>
</table>

Things to note about software requests:

- When submitting your request to helpdesk@cofc.edu for software in a smart classroom please identify the room(s) you will be using that software in.
- Software requests should be accompanied by the media that contains the software (usually a CD, unless we already have it) and the license to install on multiple machines.
- The license can be a tricky thing as many textbook companies sell their software with the text and by default DO NOT allow you to install it on campus computers without permission from them. If this is your case, please begin to obtain the necessary permission in writing. The Information Technology Classroom Service and Support software team will need a copy of the license/permission to install on multiple computers.

If you have any questions regarding specific software you are thinking of using or need assistance please contact the Information Technology Classroom Service and Support at 953-5569.